![Australian Government - Department of Education, Employment and Workplace Relations]

SITXEVT004B Coordinate on-site event registrations

Revision Number: 1

![ISC Industry Skills Councils - Creating Australia's Future]

SITXEVT004B Coordinate on-site event registrations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare for and undertake the on-site registration of delegates or participants at an event.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit has particular application to events that involve a formal on-site registration process, such as sporting events, seminars and conferences.
	On-site registration requires the application of organisational, administrative and client service skills combined with knowledge of principles and procedures for coordinating on-site registration in any event context. This role is undertaken by a person acting according to established procedures and with some guidance from others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units   Nil

Employability Skills Information

Employability skills   The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for registration.	1.1 Check and prepare all ***registration materials and equipment*** prior to the event according to event procedures.
	1.2 Identify and prepare appropriate ***resources to address on-site contingencies***.
	1.3 Check and reconfirm the arrangements for venue or site access and registration set-up according to event procedures.

ELEMENT	**PERFORMANCE CRITERIA**

2   Set up registration area.

2.1   Locate and check registration set-up against *prearranged agreements* and relevant *safety and access requirements*.

2.2   Carry out a brief site inspection in order to become completely familiar with event venue or site.

2.3   Establish contact with appropriate venue or site personnel and other operations staff to facilitate effective communication during the event.

2.4   Install or arrange for the installation of *materials and equipment* and check their efficiency and working order prior to registration commencement.

3   Process registrations.

3.1   Welcome attendees in a courteous and friendly manner and provide accurate and relevant information on venue and event features.

3.2   Check and accurately record *registration details* according to event procedures.

3.3   Assist where possible with work overflow of other registration personnel.

3.4   Identify, record and action any *registration discrepancies* with minimum disruption to the attendee.

3.5   Accurately finalise documentation and pack or store registration resources according to event procedures.

3.6   Minimise waste of printed materials by checking accuracy of registration details before issuing delegate documentation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to anticipate and respond to typical issues and challenges for on-site registration
- literacy skills to interpret a range of event documentation and record standard information on pre-formatted documents
- numeracy skills to check attendee numbers and record financial details for registrations.

The following knowledge must be assessed as part of this unit:

- context and reasons for a comprehensive and accurate on-site registration system
- use and characteristics of materials and equipment used for event registration in the relevant industry context
- typical registration procedures for a range of events
- safe work practices particularly in relation to bending, lifting and carrying items used at registration desks
- safety and risk issues associated with the gathering or movement of large numbers of people.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - knowledge of registration procedures as they apply to a range of event styles - ability to prepare registration materials, set up a registration area and efficiently and accurately process registrations - provision of registration services to clients within

EVIDENCE GUIDE

| | typical workplace time constraints |
| | • demonstration of skills through coordination of on-site registrations for an event. |

Context of and specific resources for assessment	Assessment must ensure: • use of industry-current registration materials and equipment, including a fully equipped and operational registration desk • operationally realistic ratios of registration staff to clients.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate processing registrations at an event • review of registration documentation prepared by the candidate • written and oral questioning or interview to test knowledge of registration procedures and materials • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITXEVT003B Process and monitor event registrations.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Registration materials and equipment may include:	• computer • guest, delegate or participant lists • guest, delegate or participant kits • guest, delegate or participant reports • promotional display materials • display stands • name tags • stationery • signage • cash float.
Resources to address on-site contingencies may include:	• spare supplies • emergency phone contacts • copies of all relevant event documentation and agreements.
Prearranged agreements may relate to:	• location of registration area • signage • nature and quantity of furniture and other equipment.
Safety and access requirements may relate to:	• profile of registration area for arriving attendees • safe positioning of registration area • awareness of emergency exits • ensuring adequate space for flow of people • checking safety of any cables in or around registration area • adequate sun and weather protection.

RANGE STATEMENT

Registration details may include:	• payment status • details of pre-booked sessions • travel and touring arrangements • accommodation details • physical fitness requirements and documentation.
Registration discrepancies may include:	• unexpected on-site registrations • incorrect details, such as name and payment information • no-shows • incorrect pre-bookings for particular sessions.

Unit Sector(s)

Sector   Cross-Sector

Competency field

Competency field   Event Management